



Architecture, Engineering & Construction

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“ CITIC Telecom CPC provides excellent services, stable network, willingness to listen to customers’ needs for development. In 2008, when Van Shung Chong planned to fully develop the Mainland market, we were eager to find a reliable network service partner to support. Therefore, we have signed a long-term contract with CITIC Telecom CPC in order to provide industry leading TrueCONNECT™ service. ”

Mr. Michael Leung

MIS Director



**Van Shung Chong Holdings Limited
has chosen CITIC Telecom CPC TrueCONNECT™ services
to optimize its networking needs**

**Implementing CITIC Telecom CPC full-house service to cope with
future development**

Van Shung Chong was established in 1961, Hong Kong’s premier distributor and processor of quality construction and industrial steel materials. Van Shung Chong has played a significant role in the building, the infrastructure development and the manufacturing industries in Hong Kong and Mainland China. The company is listed on the Hong Kong Stock Exchange (Stock Code: 1001).

Join Hands to Build a Bright Future

Since 2004, Van Shung Chong has started using CITIC Telecom CPC TrueCONNECT™ MPLS VPN network service to link different offices together in the Mainland. The prevailing economic and market conditions have improved and the increased broadband capacity and value added services to cope with the buoyant market. This led to network coverage expansions from 4 to 12 locations including Shanghai, Dongguan, Guangzhou, Tianjin, Kunshan as well as Shenzhen. Van Shung Chong’s MIS Director Mr. Michael Leung believes that the one stop shop services provide flexibility to the company’s expansion. Together with Mr Leung’s extensive experience and comparison with other supplier’s network services, he found that CITIC Telecom CPC provided an innovative approach through wide network coverage in Greater China and also an unprecedented level of service commitment.

CITIC Telecom CPC’s excellent services include reliable network performance and the willingness to listen to customer’s needs to correlate with business expansion. In 2008, when Van Shung Chong planned to fully expand on to the Mainland market, they were eager to find a reliable network service partner to support them. CITIC Telecom CPC signed a long-term contract with Van Shung Chong, upon Mr Leung’s recommendation, to offer industry leading TrueCONNECT™ service. Leung added that, “CITIC Telecom CPC is definitely our long term partner.” He pointed out that some network companies overlook smaller businesses, but through his partnership with CITIC Telecom CPC for the past 4 years, this has reinforced CITIC Telecom CPC’s dedication to provide an unparalleled standard of service.

Your Global Local ICT Solutions Partner

TrueCONNECT™ offers seamless, secure and reliable managed private network services. It uses MPLS network to link together offices and sites in different locations with multiple CoS and guaranteed QoS. It is a cost-effective alternative to IPLC and other Layer 2 private network without compromise to security.



CITIC Telecom CPC One Stop Service Partnership

Currently, CITIC Telecom CPC implemented TrueCONNECT™ service to Van Shung Chong in 12 locations including Shenzhen, Hong Kong, Shanghai and Guangzhou offices, using VOIP for daily communication. It acted as a more effective way to communicate but also saved a significant amount on long distance phone calls and shared the workload from different IT departments.

Leung indicated that previously staff members used to travel between Mainland and Hong Kong offices for meetings and conferences. When they realize CITIC Telecom CPC provided video conference service, after careful evaluation, Van Shung Chong has decided to fully integrate this for effective communication purposes. Management on both sides can communicate directly. A considerable amount of travelling time and money has been saved, and hence timely solutions and enhanced productivity could be achieved.

Moreover, Van Shung Chong uses CITIC Telecom CPC broadband network and MetroCONNECT as well as Internet Data Center for managing critical operation data. Leung emphasized that many multinationals have only few information systems experts of whom should contribute in general corporate developments. Data storage management requires a high level of management and security. It is an important responsibility which the staff has to bear. It is essential to establish a trusted managed services partner for helping company to fully control the costs and receive 24 hours support and services in order to fully utilize human resources.

Excellence in stability

Apart from expanding businesses in the Mainland, Van Shung Chong also plans to integrate decentralized resources and consolidate its centralized management system. This leads to a strong demand in bandwidth requirements; Leung forecasted by 2009, the businesses' bandwidth network demand will double and will continue to see another year of growth compared to last year. Hence, a reliable and stable connectivity service is a must of the company.

"Stability is only one of the basic requirements for network services provider. The most important thing is the service quality and the ability to genuinely deal with customers' problems." Leung is extremely satisfied with CITIC Telecom CPC TrueCONNECT's services, which reliability reaches 99.99%. Even when a third party encounters problems, for example damages over cable during road constructions, CITIC Telecom CPC will notify Van Shung Chong via SMS, email and phone calls. CITIC Telecom CPC takes the proactive approach to trace any network problem and inform customers of the recovery status. CITIC Telecom CPC will also inform the customer in advance in case of any network maintenance.

Prompt reaction to customer's requests

"CITIC Telecom CPC strives together with customers, and follow up with any suggestions and treats all clientele the same." Leung gave an example of how corporations evolve and require the service provider to offer a greater flexibility with its network needs. However some companies would follow standard procedures and do not allow any flexibility which obviously neglect customers' needs. On the other hand, CITIC Telecom CPC actively listens and provides assistance. In the past, Van Shun Chong has addressed several requests; CITIC Telecom CPC would take into account all those requirements from the customer's perspective. If there are any practical problems, CITIC Telecom CPC is willing to share and communicate with the customer in order to achieve a "win win" situation.

Partnership in the Long Run

Apart from consolidating the company's practical network application and expanding broadband bandwidth, Van Shung Chong will be using TrueCONNECT™ network services in new locations such as Wuhan to cope with the company's robust expansion.

Leung also sees CITIC Telecom CPC as a long term partner. When CITIC Telecom CPC launches any new value added services, the company will immediately trial and assess, in order to allow the work to be taken care of. Information systems manpower resources can then concentrate on the expansion plans the Mainland.

CITIC Telecom CPC

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